

GENERAL ADA QUESTIONS		Agency Name _____ Date _____ Reviewer _____
1. Does your system have non-ADA vehicles?		
2. Are these in fixed-route or demand-responsive service?		If in demand-response, must meet “system accessibility” standard.
3. Are your spare vehicles ADA compliant?		Important for later questions.
4. Are wheelchair users, and other persons with disabilities, charged the same fare as other persons of like age/situation?		Demand-responsive systems with non-ADA vehicle may not charge more. Fixed-route systems may charge paratransit riders up to double fixed-route fares.
5. Are wheelchairs accepted on all of your services?		Required.
6. What happens if you get more requests from persons using wheelchairs for a particular trip or service than your vehicle has securement stations for?		Not required to allow wheelchairs in other than securement locations, but should adjust service to accommodate demonstrated need.
7. How do you handle the situation if you receive a ride request from a person using a wheelchair in an area or at a time when you normally use a non-ADA vehicle?		Must provide ride with same response-time and same cost. Probably substitute vehicles.
8. Do you require that wheelchairs be secured?		May require wheelchair be secured if possible.
9. Will you still transport if driver is not able to secure wheelchair?		Must still transport.
10. What types of wheelchairs will you transport?		Must accept all “common wheelchairs” defined as up to 30” wide, up to 48” long, up to 600 lb total weight (rider and chair).

11. Are there types of wheelchairs you won't transport?		Cannot refuse unless they exceed "common wheelchair" parameters. Systems should make every effort to transport wheelchairs that do not meet the definition of a common wheelchair.
12. If transporting scooters or other wheelchairs with little structural integrity, do you require transfer to a vehicle seat?		Cannot require but may suggest.
13. Do you require that persons using wheelchairs use seat belts (personal restraints)?		See next question.
14. Do you require all other passengers to use seat belts?		Cannot require wheelchair user to use seatbelt unless all riders are required to do so.
15. What types of "service animals" are accepted aboard your vehicles and in your facilities?		Must accept all types. Can require that animals be under control, but cannot set arbitrary requirements. Can address proven problem. A system may not require passengers to make prior arrangements when boarding a fixed route vehicle with a service animal.
16. How do you determine if an animal is a "service animal"?		Can ask if animal is trained and what its function is, but no specific "proof" can be required. DOT ADA regulations define a service animal as any animal individually trained to work or perform tasks for an individual with a disability, including but not limited to guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items.
17. Can a person not using a wheelchair request to ride a wheelchair lift on one of your vehicles?		Must allow use by standees.
18. Do you allow persons to carry compressed oxygen canisters and respirators aboard your vehicles?		Must allow personal supply of oxygen or respirators.

19. Have all drivers been trained to use the wheelchair lifts/ramps and the wheelchair securement system(s)?		Must be “trained to proficiency.”
20. Do drivers or mechanics cycle the lifts each day?		Must regularly check operation of lifts and other ADA equipment.
21. What efforts have been undertaken to make system information (such as brochures, schedules, etc.) accessible to persons with visual impairments? [Ask for examples.]		Must be made available in accessible format(s). (Examples: audio version, Braille version, large print version)
22. What arrangements have been made to allow access to dispatch service by persons with hearing impairments?		Should be able to cite means of access. (TDD at dispatch, Relay Iowa, etc.)
23. Are these arrangements available for all dispatch/reservations/schedule information outlets?		All outlets must be accessible (or offer alternative which is no less convenient and imposes no additional cost on person with disability.)
24. Does system literature describe how persons with hearing disabilities may access your dispatch?		Literature must tell how to access.
25. Does all literature/advertising include information that all services are open to the general public, including persons with disabilities?		Must list as open to public and also accessible to persons with disabilities.
26. Are your system’s offices accessible to all persons with disabilities?		Must be accessible if point of public access to system functions. (Any alteration since 1992 was required to meet ADA standards.)
27. Are all work stations within your system accessible to persons with disabilities?		Should all be accessible. Systems are required to not discriminate in employment and to make reasonable accommodations for qualified candidates with disabilities hired by the grantee.
28. Does your system have specific locations to where people come to purchase tickets or obtain IDs?		See next question.
29. If so, are these locations accessible to persons with disabilities?		Must be accessible or may offer alternate method so long as it doesn’t require more time or cost for person with disabilities.

30. Are the meeting rooms and facilities in which your system holds meetings accessible to all persons with disabilities?		Must be accessible.
31. Are these facilities on a bus route?		Must be accessible. This would hold down cost if scheduled during service hours.
32. Are such meetings held at times when public transit service is available?		Must be accessible to persons with disabilities. May want to offer special service for key meetings.
33. Describe how you would accommodate a participant with hearing impairments or speech impairments at one of your meetings.		Must provide signer, or other accommodation, on request. Suggest asking for advance notice of accommodation needs.
34. Does your system have job descriptions for all positions, which describe the “essential functions” of the position?		Required under ADA rules issued by Equal Employment Opportunity Commission.
35. Are all wheelchair lifts/ramps in your fleet in working order?		All ADA features must be kept in working order. If a lift or ramp failure is reported, the vehicle must be removed from service before the beginning of the next service day if the lift or ramp is not repaired. The lift or ramp should be repaired before the vehicle is returned to service. In the event that there is no spare vehicle available and the system would be required to reduce service to repair the lift or ramp, it may keep the vehicle with the inoperable lift or ramp in service for no more than five days. (Different standards exist for areas over 50,000.)
36. Are all wheelchair lift interlocks working?		All ADA features must be kept in working order.

ADA FIXED-ROUTE QUESTIONS		
37. Do all fixed-route vehicles over 22' have public address systems and separate stop request signaling system in wheelchair securement area?		Required.
38. Do your system's drivers announce all transfer points, major intersections, destination points, and intervals along the route to orient passengers?		Fixed-route drivers are required to make these announcements. On buses over 22' must use public address system.
39. Will drivers announce other specific stops/locations, if requested by riders?		Drivers must announce other specific stops upon request.
40. How do you verify compliance with this requirement?		Should be some method to verify compliance.
41. Will drivers deploy lift for persons not in wheelchair upon request?		Drivers must allow persons with difficulty using stairs to use lift even if not in wheelchair – can not ask for proof of difficulty.
42. Have you or your staff reviewed your routes to identify appropriate places to deploy your wheelchairs lifts/ramps?		At minimum drivers should be trained on conditions needed for wheelchair deployment.
43. How would you handle deboarding a wheelchair on a street with crowned pavement and no curbs or sidewalks?		Must deboard onto hard surface (possibly use driveway.)
44. How would you handle deboarding a wheelchair on a street with curbs but no sidewalks?		Must deboard onto hard surface (possibly use driveway.)
45. Are there locations where your drivers would not allow a person using a wheelchair to get on or off the vehicle?		Cannot refuse to deploy lift unless conditions at location prevent deployment or will damage lift or if no one is allowed to board/deboard at site.
46. What means are provided to allow a person with visual disability to find the correct vehicle at stops served by multiple vehicles?		Must have means established and drivers must be trained to follow policy.

47. How quickly are vehicles removed from route service once a non-functional lift is reported?		If vehicle cannot be fixed prior to next day of service a spare accessible vehicle should be substituted. The lift or ramp should be repaired before the vehicle is returned to service. In the event that there is no spare vehicle available and the system would be required to reduce service to repair the lift or ramp, it may keep the vehicle with the inoperable lift or ramp in service for no more than five days. (Different standards exist for areas over 50,000.)
48. Do you allow buses with inoperable lifts to be assigned to route service?		This is allowable only if there are no accessible spares. (See answer to question #__.)
49. How long might you allow a vehicle with a non-functioning lift to be assigned for route service?		If no accessible spare, max 5 days, otherwise not allowed.
50. Do you then serve passengers who would normally use that route with your paratransit?		Required if non accessible vehicle is assigned and headways exceed 30 minutes between accessible vehicles.
51. Are all passenger shelters accessible to wheelchairs? (Accessible pathway/interior space)		Required if newer than 1992, older units should also have been retrofitted.
52. Has an assessment of shelter compliance been done?		Required to have assessed compliance of all system features.

ADA PARATRANSIT QUESTIONS		
53. Describe the service area that you cover with your ADA paratransit service.		(See next question.)
54. Does this cover all areas within $\frac{3}{4}$ of a mile of your fixed-routes, including areas outside jurisdictional boundaries?		Must include all areas within $\frac{3}{4}$ mile of routes, including areas outside transit system's borders, plus any small areas intermeshed in this area.

55. Does your ADA paratransit service operate at all times that fixed-route service is available?		Must match days and times.
56. Who is eligible for your paratransit service?		Must include all ADA eligible persons / Can include others not “ADA eligible” but service standards must still be met for ADA eligible riders.
57. How is eligibility determined?		ADA paratransit eligibility is based on three factors: 1) person cannot independently board/ride/deboard from an accessible vehicle (includes inability to “navigate”), 2) disability prevents getting to or from bus (i.e. route is not accessible) or the bus lift does not meet ADA standards, 3) person has a specific impairment related condition that prevents the person from traveling to or from a boarding/disembarking location.
58. Who decides who is eligible?		Can be handled by staff, or deferred to others, but cannot involve more than nominal cost to applicant.
59. How long does the eligibility determination process take, from application to approval or denial?		The system must process a completed application within 21 days of submittal. If, after 21 days, the system has not made an eligibility determination, the applicant is presumed eligible and must be provided service unless the grantee later denies the application.
60. Are visitors to your area eligible for your paratransit service?		Visitors must be presumed eligible for 21 days.
61. Can nonresidents apply for permanent eligibility for your ADA paratransit services?		Cannot have a residency requirement.
62. Do you issue an ID card to paratransit eligible persons?		(See next question.)

63. Does the ID issued distinguish between persons who are ADA eligible and others who may be allowed to ride in your system?	Systems required to provide paratransit must identify ADA paratransit eligible persons using narrowest standard.
64. Will your drivers/dispatchers honor ADA paratransit IDs issued by Des Moines MTA? Will they honor ADA paratransit IDs issued by Chicago CTA?	Must honor ADA paratransit IDs issued by other systems, for up to 21 days in a 365 day period. After 21 days, the system may request that visitor apply for eligibility in order to receive additional service.
65. Can an eligible rider call in at 4:00pm today for a ride at 8:00am tomorrow morning?	Unless operating in “real time” (like taxi – same day 30-60 minutes response) must allow “prior day” ride requests during normal business hours and on all days prior to days of service (e.g. weekends, holidays). [Not 24 HRS!!]
66. How far ahead can ride reservations be made?	Advance reservations may be permitted up to 14 days before a desired trip.
67. How do you handle a caller who requests a ride at a time when your paratransit vehicle(s) is/are busy?	Can negotiate pick-up time, but considered a ride refusal if more than 60 minutes different.
68. Does the system have definitions of what constitutes a missed trip, what on-time performance means, when a trip has been denied, and when travel time is too long?	Should have definitions to determine capacity constraint issues.
69. In an average month how many ride requests are you unable to serve within 60 minutes of the requested time?	(See next question.) These trips must be tracked as denials.
70. What percent is this of total ride requests?	Capacity constraint is not allowed. Generally anything more than 5% could be considered a violation.
71. Do you have records that document this?	Should be keeping records, including this statistic.
72. Do you meet the pick-up schedule you have set with the rider?	Failure to meet agreed upon ride schedules is also considered a violation and actually more serious than negotiating times beyond the 60 min. std.
73. Do you have documentation of your on-time performance rate for these pick-ups?	Should be keeping records, including this statistic.

74. Do you verify that paratransit passengers' rides are not excessively long?		Should be keeping records, including this statistic, it would be appropriate to have some type of policy goal on this.
75. What is the fare for your paratransit service?		(See next question.)
76. How does this compare to the fare for an able-bodied person to take a similar trip aboard your fixed-route service?		Paratransit fare may not exceed twice the fare required of abled-bodied person to make similar trip using fixed-route.
77. Are there restrictions on how often a particular disabled person can ride your paratransit service?		No 'rationing' is allowed.
78. Are there restrictions on the purposes for which an eligible person with disability may ride your paratransit service?		No trip purpose restrictions or priorities are allowed.
79. Does this mean an eligible person with disability can schedule rides to the local Dairy Queen and back to get an ice cream cone?		Yes it does.
80. Do you allow non-disabled family members or others to accompany an ADA eligible paratransit rider?		Each eligible individual must be allowed one personal care attendant plus one companion (others on space available basis.)
81. Does your agency have a policy on denial of service because of repeated no-shows?		(See next questions.)
82. Describe your no-show policy.		(See next questions.)
83. Does your system impose a financial penalty for no-shows?		Not allowed. Systems may not impose a financial penalty as part of a no-show policy, including charging for the fare for the no-show trip.
84. Describe any other policies you have which would cause ADA eligible persons to be denied service.		Can deny service on basis of violent/threatening behavior, but not on basis of others "concerns" or sensibilities.
85. How long does/would such a denial of service last?		Denial of service must be temporary (for a specified term).

86. Who makes the decision on denial of service?		(See next question.)
87. What opportunity for appeal or administrative review is offered?		Opportunity for review/appeal must be provided. (due process)
88. How are your policies on denial of service documented and communicated to the public?		Policies must be documented and communicated to the public, including community of persons with disabilities.
89. Do you have a “riders handbook” describing your systems policies and procedures relating to your ADA paratransit services?		Not required, but a good idea.
90. Is income or financial need considered in determining eligibility for your ADA service?		Not allowed as a factor for eligibility.